



# Wolverhampton

## Volunteer Information Sheet

Wolverhampton CAB is part of Citizens Advice, the largest advice-giving network in the UK. We help people deal with problems face to face and by phone.

We act as a one-stop-shop for clients. We provide up to date information and advice using our unique electronic information system, link clients up with other services and agencies, help write letters and complete forms, negotiate with creditors and make phone calls on clients' behalf.

The problems we're most often asked about concern debt, housing, benefits and employment, but we'll help people who come to us with any enquiry including consumer rights, legal matters, and immigration.

We don't tell clients what to do, but explain their options and the possible outcomes of different courses of action. Clients are encouraged to make their own decisions and act on their own behalf. We enable clients to manage their own problems by focusing on their needs as individuals.

We make a record of every enquiry brought to us. We use evidence from these records to highlight the effects that policies have on real people in the real world. We send information about the types of problems brought to us (but not about individual clients) to the national Citizens Advice organisation. We then present evidence to policy makers by writing reports and submissions and participating in consultations to improve policies.

The CAB Service is respected for its impartiality and independent analysis, and is listened to at all levels of government. Councillors, MPs, and Ministers all consult the CAB Service on a wide range of issues. This enables us to effectively campaign for social justice and get laws and policies changed for the better.

### **Why volunteer for us?**

All sorts of people volunteer for many different reasons, but one thing that unites them all is that they find it challenging, rewarding and varied.

Volunteering provides an opportunity to put the skills and experience you have to good use helping others. We often have volunteer opportunities in admin, maintenance and social policy, as well as frontline roles. In any role, you'll develop your skills in a number of valuable areas, like communication and dealing with the public, as well as increasing your self-confidence through practical hands-on experience. Our frontline training programmes lead to a certificate which is respected and valued throughout the advice sector and beyond.

For many people, the best thing about volunteering for us is getting to meet a wide

range of people and make new friends. There's a real team spirit here, and we provide a supportive environment to make sure that you get the most out of your time with us.

And you won't be out of pocket – CAB will cover any reasonable travel costs incurred by volunteering.

### **What should I do next?**

We hope that what you've read so far has answered some of your questions about volunteering with CAB – and of course that you're still interested in joining us! Please complete our online application form [HERE](#)

Thanks for your interest in volunteering with Wolverhampton CAB, and for taking the time to read this information. We look forward to hearing from you!

### **Please note**

Citizens Advice is committed to equal opportunities for everyone. We actively welcome volunteers aged 18 and all backgrounds. We have national staff and volunteer support groups for black and minority ethnic people; people with disabilities; women; and lesbians, gay men, bisexuals and transgendered people.

Unfortunately due to the nature of the work we do with vulnerable people we are unable to take on volunteers under the age of 18 years.

Citizens Advice service is committed to the promotion and delivery of equal opportunities to all volunteers and so has a policy to ensure ex-offenders are not discriminated against. All applications will be treated on an individual basis taking into account issues such as the potential risk to clients, the circumstances of the offence (e.g. what it was, is it relevant to the volunteer role, how long ago it was) and the reputation of the bureau.

